

ABOUT THE JOB

Job Title: Integrated Assurance Manager
Reporting to: Head of Integrated Assurance and Internal Audit
Directorate: Governance
Direct Reports: 3

Job Band: Band 2
Team: Integrated Assurance and Internal Audit

Job Summary

As a key member of the Integrated Assurance and Internal Audit team, you are responsible for leading the Integrated Assurance function.

You will take a key leadership role to develop and embed the framework to inform Trustees and Executive on its prioritisation decisions as it considers the charity's risks to delivering its strategic objectives and whether there is adequate assurance to demonstrate good stewardship.

You will lead in drafting reports that help the Executive Leadership Team manage risks based on information from an effective risk management framework and assurance obtained through the charity's four lines of assurance. In addition to reporting to the Executive, reports will be presented to Trustees through relevant Committees as part of the Board Assurance Framework.

You will manage the key assurance framework, managing the key relationships across the different lines of assurance – overall assurance framework, policy framework, complaints and feedback framework. Recognising the breadth of activities, regulators and legislation the charity must comply with, the individual will be responsible for making sure St John knows how to manage its risks effectively, and seeks assurances that this is happening. A key skill will be synthesising the range of assurances individual departments provide to present senior leaders with recommendations on how to interpret the information and therefore make informed decisions.

Key Responsibilities

- Lead on developing and embedding a robust assurance framework, risk framework and policy framework across the charity.
- Prepare first draft integrated assurance reports for Executive Leadership Team, analysing what the assurance from different sources means for how different risks are being managed so that the Executive team can make effective informed decisions.
- Key liaison with senior leaders (operational Heads of) across the charity to provide effective support and challenge on risk management and adequacy of assurance gathered as part of the four lines of assurance.
- Lead on preparing an integrated assurance report for the Risk and Assurance Committee
- Lead the embedding of the risk framework so that risk appetite is set by trustees, and the executive manage risks according to the appetite. Facilitate risk management discussions at network leadership level, supporting Directors and Heads of to drive consistent quality.
- Lead the embedding of the policy framework that ensure policies are updated in a timely manner, the quality of the policies are evaluated, assurance on policy compliance and policies are communicated effectively to St John people.
- Manage an effective system that is compliant with regulatory standards for receiving external complaints and feedback which helps foster a learning culture across the charity.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Important things you need to know about this job

- Standard working hours are 35 per week
- We have a hybrid working approach (a blend of at home and in office/face to face)

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, min. 5	✓	
CCAB qualified, Certified Internal Auditor (CIA), certified Fraud Examiner (CFE), Accredited Counter-Fraud Specialist (ACFS), certified in Risk Management Assurance (CRMA)		✓
Experience		
Ability and confidence to deliver, with a high degree of autonomy and with high quality standards, navigating multiple stakeholders	✓	
+3 years in managing a team across internal controls/assurance or risk management	✓	
Management of complaints and feedback policy/process to regulated standard		✓
Building effective partnerships with senior leaders to achieve results	✓	
Lead other teams to comply with frameworks	✓	
Managing the Regulatory standards and reporting requirements of a regulator (e.g. Charity Commission, Care Quality Commission, Fundraising Regulator, Information Commissioner's Office)	✓	
Building and nurturing newly formed teams to become high performing teams		✓
Working in a charity		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively (both written and verbally) at all levels including senior leaders (Executive and Board level)	✓	
Excellent planning and organisational skills	✓	
Capable of working to tight deadlines with competing priorities and remaining empathetic to customer/staff/volunteer needs	✓	
Critical thinking and strong problem-solving skills	✓	
Attention to detail and strong analytical skills	✓	
Strong leadership skills	✓	
Working knowledge of good practice in risk, assurance, policy governance frameworks	✓	
Able to use Microsoft applications at intermediate level	✓	
Able to use other techniques to manage and improve business performance (e.g. develop KPI dashboards)		✓
Understanding and experience of IT General Controls (ITGC)		✓
Willingness to adapt and learn new skills	✓	
Be willing and able to exemplify the HEART values	✓	
DBS Requirement	Yes	No
Does the role require a DBS check to be carried out to be successful for the role <i>If Yes what level of DBS check is required for the role Basic/Enhanced</i>		✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: TH

Date of preparation: 24/9/25

Job Approved Date: October 2025

Version: IAM (2025-09)v1

Ref: JDPS/IA&IA/Governance/2025